



APPLIED BUSINESS RESEARCH

**CAUSES OF STRESS AMONG EMPLOYEES
IN ABC SDN BHD**

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DECLARATION

We, Ahmad Fadzuli Bin Ali (2005709948), Anisah Bt Ngadis (2005766897) and Sharifah Zaaimah Bt Wan Ismail Edruce (2005766906) hereby declare that the writing and analysis of this study is of our own effort, except where otherwise stated. Sources of information have been dully acknowledged.

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TABLE OF CONTENTS

Acknowledgement	i
Declaration	ii
Table of Contents	iii
List of Tables	vi
List of Abbreviations	vii
Definition of Terms	viii
Executive Summary	x

CHAPTER ONE

1.0	INTRODUCTION	
1.1	Situational Background	1
1.2	Background of Company ABC Sdn Bhd	1
1.3	Problem Statement	5
1.4	Objective of the Study	7
1.5	Scope of Study	8
1.6	Significant of the Study	8
1.7	Limitations of the Study	9

CHAPTER TWO

2.0	LITERATURE REVIEW	
2.1	Introduction	10

EXECUTIVE SUMMARY

Initial investigation has shown that company ABC Sdn Bhd is currently facing problems in terms of human capital. The information that we obtained from internal sources point out that stress is the main reason behind this condition. Turnover rate that has suddenly skyrocketed since 2004 also has justified the need for this study. The purpose of this study is to determine the major factors that cause of stress that exist in the company and to propose ways that can mitigate it.

This study was carried out using structured questionnaires to collect primary data from a sample size of 160 respondents. Interviews were also done to further validate the result of the questionnaires. In addition, TOWS matrix was used as part of the tools to identify appropriate strategies that can be used for recommendation.

From the study it was found that financial and career development, uncertainty on the business continuity of the company and unclear direction from the management to the employees are the major problems that may causes stress in this company.

Based on the findings, proposed strategies that focused on approaches that can be used to mitigate the three major problems was recommended.

CHAPTER ONE

INTRODUCTION

1.1 SITUATIONAL BACKGROUND

The nature of work is changing at whirlwind speed. Perhaps now more than ever before, job stress poses a threat to the health of workers and, in turn, to the health of the organizations. ABC Sdn Bhd is currently experiencing high turnover rate of its personnel, both at executive and non-executive level. This study was done to determine if the turnover was stress related and to assess the current stress level in ABC Sdn Bhd. The study also attempts to identify the major factors that contribute to this stress and provide recommendations to reduce it. This chapter covers the company profile, situational background, scope of study, problem statement, significant of the study, objectives and limitations of the study.

1.2 BACKGROUND OF COMPANY ABC SDN BHD

Company ABC Sdn Bhd was incorporated on 20th December 1990 in Kuching, Sarawak. It is 49% owned by Sarawak Economic Development Corporation (SEDC) and 51% owned by a conglomerate. It is dedicated to work with the government and other major clients to develop Sarawak. Towards this end, the company strives to be in the forefront of Sarawak's quest for continuous development. The company's core activities are civil engineering, building and utilities works with its core functions